

Process Server Request for Proposal

PERRY COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

REQUEST FOR PROPOSAL

PROCESS SERVER

FOR THE

PERRY COUNTY CHILD SUPPORT ENFORCEMENT AGENCY

November 19, 2018

Process Server Request for Proposal

OVERVIEW OF THE REQUEST FOR PROPOSAL PROCESS

CALENDAR OF EVENTS:

Date	Time
November 19, 2018	RFP issued.
December 12, 2018	Last day for submitting inquiries.
December 13, 2018	Questions will be answered and sent via email
December 17, 2018	Proposals due by 10:00 a.m.
December 17, 2018	Proposals opened at 1:00 p.m. at the CSEA
December 17-28, 2018	Notification of intent to award.

PROPOSAL DELIVERY ADDRESS:

Perry County Job & Family Services
212 S. Main Street
P.O. Box 311
New Lexington, OH 43764-0311
Attn: Process Server RFP

ADDITIONAL ASSISTANCE OR QUESTIONS:

Additional assistance may be obtained by contacting Tammy Goniea at (740) 342-3556, or by email at Tamara.goniae@jfs.ohio.gov.

PROPOSAL CHECKLIST:

1. 1 Original and 3 Copies, English, White Paper, Typed 8.5" x 11.5"
2. Delivered in a Sealed Envelope to the Front Desk of Perry County Job and Family Services.
3. Must provide an email address to tamara.goniae@jfs.ohio.gov for questions and any changes that may occur with the RFP.
4. Organize the required documents in the proposal using the headings indicated below in a manner that is clearly marked:
 - a. Cover Letter
 - b. Profile of Proposer (Appendix B)
 - c. Qualifications of Proposer (Appendix C)
 - d. Signature Affidavit (Appendix A)
 - e. Cost Proposal
 - f. Additional Data

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1.0 INTRODUCTION

The Perry County Child Support Enforcement Agency (CSEA) wishes to engage the services of qualified contractors to provide process server services. Prospective contractors should have some history of successful service to other clients, preferably with experience in providing this same type of service to other government entities. The purpose of this document is to provide interested parties information, on a fair and competitive basis, but in a manner, that will ensure the highest possible quality of services, to enable them to prepare and submit a written proposal for services related to the service of process described herein.

2.0 BACKGROUND

The Perry County CSEA is initiating this Request for Proposal (RFP) in order to obtain the services of an independent contractor for a process server for its child support program. The CSEA's intent is to enter into a contract with the selected proposer for a term of one year, with the option to extend the contract for two additional one-year terms at the CSEA's sole discretion. The contract awarded by the CSEA to the successful proposer and any subsequent extension must be approved by the Perry County Board of Commissioners.

3.0 SERVICES REQUIRED

Upon award of the contract, the contractor will be required to provide, but not limited to, the following services on an as-needed basis:

1. Must be appointed by the court.
2. Requires out of county travel and unusual work conditions.
3. Have at all times transportation, valid driver's license, applicable vehicle liability insurance, and office supplies required to perform the services herein.
4. Annual travel is expected to be around 25,000 miles and require approximately 700 hours of service.
5. A unit of service consists of the following: a minimum of three (3) attempts of service of court documents, administrative papers, and other documents as directed by the CSEA Supervisor or designee.
6. Completed service shall be returned to the court seven (7) days prior to the day of the scheduled hearing.
7. Contractor will pick up documents daily from the appropriate courts.
8. Complete all required forms as set forth in the contract.
9. Meet with the CSEA Supervisor as required.
10. Provide for their own parking, clerical, telephone, and reproduction services.
11. Submit a monthly invoice no later than fifteen (15) calendar days following the end of a service month.
12. Payment for the invoice will be made within thirty (30) days of receipt of a correct invoice. Include with each monthly invoice:
 - a. Monthly log that details the service of process attempts,
 - b. List of names, court and/or administrative numbers, dates, and number of trips with corresponding miles traveled for each service of process conducted.

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4.0 CONTENT OF PROPOSAL

Each proposer shall:

1. Demonstrate past and present ability to fulfill the requirements established by the RFP.
2. Organize the proposal using the headings indicated below in a manner that is clearly marked:
 - A. Cover Letter
 - B. Profile of Proposer (Appendix B)
 - C. Qualifications of Proposer (Appendix C)
 - D. Signature Affidavit (Appendix A)
 - E. Cost Proposal
 - F. Additional Data
3. Provide names, qualifications, and references for any subcontractors or employees that will be providing services on the Proposer's behalf. Any subcontracts or additional employees not identified in the proposal will require the prior written approval of the CSEA. The CSEA reserves the exclusive right to approve or reject any subcontracts or additional employees requested by the proposer subsequent to the submission of a proposal.

4.1 COVER LETTER

Each proposal must be accompanied by a cover letter that contains a general statement of the purpose for submission and include the following information:

1. Name, title, address, and telephone number of the person or persons authorized to represent the proposer in order to enter into negotiations with the CSEA with respect to the RFP and any subsequent awarded contract.
2. Indicate any limitation of authority for any person named.
3. Be signed by a representative or officer of the proposer who is authorized to bind the firm to all provisions of the RFP, any subsequent changes, and to the contract if an award is made
4. Contain a statement that the proposal is a firm offer for a one hundred twenty (120) day period.

4.2 PROFILE OF PROPOSER

The proposer must complete the Profile of Proposer Form included in this RFP as Appendix B.

4.3 QUALIFICATIONS OF THE PROPOSER

1. A detailed description of previous work experience in providing similar services during the past five (5) years, particularly for public agency clients.
2. Completed Appendix C or a minimum of three (3) references for the Proposer.
3. Information regarding process servers who will be performing the work including:
 - a. Names, qualifications, and references.

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- b. Length of tenure of the process servers who will be performing the work
- c. Disclosures of suspension, revocation, disciplinary action or termination from any government entity, which would affect the ability to perform these services.

4.4 SIGNATURE AFFIDAVIT

The proposer must complete the Signature Affidavit included in this RFP as Appendix A.

4.5 COST PROPOSAL

The proposer must provide a detailed explanation regarding their price for ROUTINE Service. Prices shall be all inclusive of service attempts, mileage, travel and any and all miscellaneous expenses incurred by the contractor including picking up of court documents, court appearances, reports, notification of proof of service and meetings with CSEA staff, etc. Mileage costs, if applicable, will not be reimbursed above the Internal Revenue Service's standard reimbursement rate for the current contract period.

Please list the price for delivery of services within Perry County, contiguous counties (Fairfield, Licking, Muskingum, Morgan, Athens, Hocking) and then other counties throughout the state.

4.6 ADDITIONAL DATA

Any other relevant information the proposer believes to be essential to assist in the evaluation of the proposal shall be clearly stated in this section. This may include success rate or other data that would be vital for the reviewers to consider when evaluating the proposal. If there is no additional data the proposer wishes to present, this section will consist of the statement, "There is no other data I/we wish to present."

5.0 ADMINISTRATIVE GUIDELINES FOR SUBMITTAL

The CSEA requires that all contractual proposals adhere to the following guidelines:

5.1 INQUIRIES

Written questions concerning this RFP must be submitted to the address tamara.goniae@jfs.ohio.gov. All questions must be submitted no later than December 12, 2018. The Department will endeavor but shall not be required to answer any such request for information. If it does, the answers shall be provided via email to all persons/firms who have received copies of this RFP.

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5.2 CALENDAR OF EVENTS

Listed below are specific and estimated dates and times of actions related to this RFP. The actions with specific dates must be completed as indicated unless otherwise changed by the CSEA. In the event that the CSEA finds it necessary to change any of the specific dates and times in the calendar of events listed below, it will do so by issuing a supplement to this RFP. There may or may not be a formal notification issued for changes in the estimated dates and times.

Date	Time
November 19, 2018	RFP issued.
December 12, 2018	Last day for submitting inquiries.
December 13, 2018	Questions will be answered and sent via email
December 17, 2018	Proposals due by 10:00 a.m.
December 17, 2018	Proposals opened at 1:00 p.m. at the CSEA
December 17-28, 2018	Notification of intent to award.

Furthermore, each prospective proposer must provide an email address to tamara.goniae@jfs.ohio.gov as soon as possible, so that the CSEA may contact the prospective contractor if necessary to amend this RFP or for other reasons relating to this RFP. Failure to provide such an email address will preclude the CSEA's ability to contact you, but you will still be required to comply with any changes made to this RFP and the CSEA will not be responsible for your failure to receive such notice.

In addition, this RFP specifies the need for each prospective contractor to provide background information, such as experience and qualifications. Prospective contractors should submit written proposals in accordance with the requirements set forth in this document. If a proposal does not meet the specifications outlined in this RFP, the proposal may be deemed non-responsive and removed from further consideration.

5.3 SUBMISSION OF PROPOSAL

The submission of a proposal pursuant to this RFP shall constitute acknowledgement and acceptance of all terms and conditions set forth herein. Proposals must contain the required information outlined in Section 4 to be deemed responsive. The CSEA may, however, waive minor informalities and omissions in the proposal if it decides, in its sole discretion, that such informality or omission is not prejudicial to interests of the CSEA or to fair competition. Proposals shall also be unconditional; any proposal that purports to impose conditions not included in this RFP will be deemed non-responsive.

1. Typed and written in English on 8.5" x 11.5" paper
2. One (1) original and three (3) copies.
3. Enclosed in a single, sealed package plainly marked with the words "Proposal for Process Server for the Perry County CSEA".
4. Must be received by the CSEA no later than December 17, 2018 by 10:00 a.m. (Eastern Time) at the following address:
Perry County Job & Family Services

Process Server Request for Proposal

212 S. Main Street
P.O. Box 311
New Lexington, OH 43764-0311
Attn: Process Server RFP

5. All proposals must be submitted to the front desk staff of Perry County Job and Family Services who will mark the time and date stamp the proposal. Timely submission of the proposal is the sole responsibility of the proposer. Late proposals will not be considered. The CSEA reserves the right to determine the timeliness of all proposal submissions.

Proposals must contain firm offers for all services to be performed for the duration of the proposed contract. The RFP and the resulting proposals, or any part thereof, may be incorporated into and made a part of the contract.

The CSEA reserves the right to further negotiate the terms and conditions of the contract with the selected proposer(s). If contract negotiations cannot be concluded successfully with the highest scoring proposer, the CSEA may negotiate a contract with the next highest scoring proposer.

This RFP does not commit the CSEA to award a contract. The CSEA may also award more than one contract. The CSEA also reserves the right to withdraw this RFP at any time, to reject all proposals, to reject any proposal for noncompliance with RFP provisions, or to choose not to award a contract if such action is determined to be in the best interest of the CSEA and to waive any informality in the process when to do so is in the interests of the CSEA.

5.4 WITHDRAWAL OF PROPOSAL

A Proposer may withdraw a submitted proposal in writing at any time prior to the specified due date and time. Emailed withdrawals will be accepted. A written request to withdraw, signed by an authorized representative of the proposer, must be submitted to the CSEA Director, Cheryl Boley, at the address specified herein for submittal of proposal. After withdrawing a previously submitted proposal, the proposer may submit another proposal at any time up to the specified submission deadline. All proposals submitted and not withdrawn prior to the end of the submission deadline shall be firm and may not be withdrawn after the submission deadline for a period of one hundred twenty (120) days following the deadline for submission of proposals specified in this RFP.

5.5 COST OF RFP

The proposer understands and agrees that the CSEA is not responsible for any costs incurred by the proposer in responding to this RFP. Proposers who respond to this RFP, including possible attendance at a post-submission interview of proposer, do solely at their own expense.

5.6 CONFIDENTIAL INFORMATION

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All proposals shall be deemed to be public records within the meaning of Chapter 149, Ohio Revised Code. However, the contents of the responses to the RFP will not be deemed public records and will be treated as confidential information until completion of the evaluation process. If a proposer believes that the RFP requires the disclosure of technical, proprietary, or trade secret information that the Proposer is not willing to make public, such information should not be submitted. **No part of the proposal may be designated or contain confidential information.**

5.7 ORAL PRESENTATIONS

Selected proposers may be required to make oral presentations to supplement their proposals, if requested by the CSEA. The CSEA will make every reasonable attempt to schedule each presentation at a time and location that is agreeable to the proposer. Failure of a proposer to conduct a presentation to the Department on the date scheduled may result in rejection of the proposer's proposal.

6.0 PROHIBITION OF COMMUNICATION DURING RFP EVALUATION PERIOD

After the release of the RFP and continuing until a contract has been awarded, all CSEA personnel involved in the project will be specifically directed against holding any meetings, conferences, or technical discussions with any proposer except as provided in the RFP. Proposers shall not initiate communication in any manner with CSEA personnel regarding this RFP or the proposals during this period of time, unless authorized, in advance, by the selection committee. Failure to comply with this requirement will automatically terminate further consideration of that firm's or individual's proposal.

7.0 EVALUATION CRITERIA

7.1 PRELIMINARY EVALUATION

The proposals will first be reviewed (Responsive/Non-Responsive) to determine if the proposal format and content meets requirements. Failure to meet mandatory requirements may result in the proposal being rejected as non-responsive. In the event that all proposers do not meet one or more of the mandatory requirements, the Department reserves the right to continue the evaluation of the proposals and to select the proposal which most closely meets the requirements specified in the RFP.

7.2 EVALUATION PROCESS

The overall proposal will be scored using qualitative and quantitative calculations where the most points will be awarded to the proposal that provides the most value to the CSEA with the corresponding lowest cost. Various costing methodologies and models are available to analyze the cost information submitted and potential value to be derived to the CSEA. The CSEA will select one method and use it consistently throughout its evaluation.

The CSEA reserves the right to interview or to seek additional information relating to criteria already in the RFP from any candidate after opening the proposals, but before entering into a contract, to reject any proposal if it deems it to be in the best interests of the CSEA, and to award a contract to the next qualified proposer. The CSEA reserves

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the right to check references identified by any proposer or associated with any previous employer of any employee of the proposer identified in the proposal. The CSEA reserves the right to award the contract based on considerations other than price

Representatives from the CSEA will review all proposals submitted in response to this RFP in accordance with the following criteria:

7.3 GENERAL QUALIFICATIONS (50% of evaluation)

1. Record of past performance of the proposer in providing similar services focusing on relevant public agency experience.
2. Proposer provided supporting documentation regarding success in performing the required services.
3. The Proposer provided the information regarding individuals that will be providing the services and submitted all required documentation.

7.4 PRICING OF SERVICES (50% of evaluation)

Cost to provide the services as detailed in this proposal.

7.5 GENERAL SCORING INFORMATION

Proposals will receive scores based on a one hundred (100) point scale. A maximum of fifty (50) points will be awarded in the General Qualifications Section and a maximum of fifty (50) points will be awarded for the Pricing of Services Section.

8.0 AWARD OF CONTRACT

The proposer to whom a contract is awarded shall be required to enter into a written contract with the Perry County CSEA in a form approved by the Ohio Department of Job and Family Services and the CSEA. This RFP and the proposal, or any part thereof, may be incorporated into and made a part of the final contract. However, the CSEA reserves the right to further negotiate the terms and conditions of the contract with the selected proposer.

The contract will, in any event, include fixed prices to be paid by the CSEA for the proposer to perform the services as provided herein under Services Required. The contract will be for a period of one (1) year beginning January 1, 2019 and ending December 31, 2019. The Department, at its sole discretion, may decide to extend the contract for a term of one or two years contingent upon the level of future federal and state funding, provider effectiveness and demonstrated need for the services being offered.

APPENDIX A: CERTIFICATION AFFIDAVIT

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PERRY COUNTY CHILD SUPPORT ENFORCEMENT AGENCY

SIGNATURE AFFIDAVIT

In signing this proposal, I/we also certify that I/we have not either directly or indirectly entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition, that no attempt has been made to induce any other person or firm to submit or not to submit a proposal, that this proposal has been independently arrived at without collusion with any other proposer competitor or potential competitor, that this proposal has not been knowingly disclosed prior to the opening of the proposals to any other proposer or competitor, that the above statement is accurate under the penalty of perjury.

The undersigned, submitting this proposal, hereby agrees with all the terms, conditions, and specifications required by the CSEA in this Request for Proposal, and declare that the attached proposal and pricing are in conformity therein.

Signature

Date

Name (Type or Print)

Firm

Title

Address

Email

Phone

APPENDIX B: PROFILE OF PROPOSER

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PERRY COUNTY CHILD SUPPORT ENFORCEMENT AGENCY

CSEA PROCESS SERVER REQUEST FOR PROPOSAL

SECTION I. PROPOSER CONTACT INFORMATION			
Proposer Name			
Address			
Contact Name		Email	
Phone		Fax	
SECTION II. TYPE OF ORGANIZATION			
<input type="checkbox"/> Public	Type (<i>county, school district, college</i>)		
<input type="checkbox"/> Private	Type (<i>not for profit or for profit</i>)		
Date Incorporated (if applicable)		Tax Exempt Status	
SECTION III. ORGANIZATIONAL STRUCTURE (Select One)			
<input type="checkbox"/> Organization is independently operated (Legally unaffiliated; Do not complete Section IV)			
<input type="checkbox"/> Organization is affiliated with a parent organization (Complete Section IV)			
SECTION IV. PARENT ORGANIZATION INFORMATION			
Type of Affiliation	<input type="checkbox"/> Subsidiary <input type="checkbox"/> Chapter <input type="checkbox"/> Branch Office <input type="checkbox"/> Other (Describe)		
Parent Organization			
Address			
Contact Name		Email	
Phone		Fax	

APPENDIX C: REFERENCE SHEET FORMAT

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PERRY COUNTY CHILD SUPPORT ENFORCEMENT AGENCY

FOR PROPOSER: Provide organization's name, address, and contact person, telephone number, and appropriate information on the services provided within the past 5 years with requirements similar to those included in this RFP.

1) Organization Reference			
Business Name			
Address			
Contact Person		Phone	
Services Performed			

2) Organization Reference			
Business Name			
Address			
Contact Person		Phone	
Services Performed			

3) Organization Reference			
Business Name			
Address			
Contact Person		Phone	
Services Performed			

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APPENDIX D: Evaluation Criteria

Proposal submitted by:		
Evaluation Criteria	Maximum Points	Points Awarded
EXPERIENCE AND CAPABILITIES	50	
Past performance of the Proposer in providing similar services.	20	
Proposer provided supporting documentation regarding success in performing the required services.	10	
The Proposer provided the information regarding individuals that will be providing the services and submitted all required documentation.	20	
Total Points Awarded	50	
PRICE AND COST	50	
Proposer's budget is specific, detailed and easy to calculate as requested in the RFP.	20	
Overall cost effectiveness of proposer's budget (assess any additional expenses or fees included in the proposed rate).	30	
Total Points Awarded	50	
Grand Total Points Awarded	100	
Comments:		
Evaluator's Printed Name		
Evaluator's Signature		Date

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APPENDIX E: Responsive/Non-Responsive

Proposal Submitted by:

Compliance Checklist for Proposal Acceptance

- Submitted by deadline
- One original and three (3) copies
- RFP formatted correctly
 - paper, font, margins
- Required attachments:
 - Cover Letter with Signatures
 - Proposer Profile: Appendix B
 - Qualifications of the Proposer
 - References: Appendix C
 - Signature Affidavit: Appendix A
 - Cost Proposal
 - Statement Regarding Additional Data

Evaluator's Assessment

- Responsive
- Non-Responsive